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- 5. If the equipment does not meet the standards of performance within sixty (60) consecutive working days after the start of the acceptance testing, the State shall either, invoke the options as shown in paragraph 4. above, or terminate the order (or portions thereof) and seek relief as provided by Paragraph 26, of the Terms and Conditions "Rights and Remedies of State for Default".
- During the successful performance period, a minimum of 40 hours of operation use time shall be required as a basis for computation of the average level of availability. However, in computing the availability level, the actual number of operational use hours shall be used when in excess of the minimum stated above.
- 7. At the request of the Contractor, the State shall make available not only the failed equipment, but also those machines which must be utilized by the Contractor to. identify the cause of failure and to accomplish the repair.
- 8. Equipment shall not be accepted by the State and no charges associated with such equipment shall be paid by the State until the equipment has satisfactorily completed the acceptance tests.
- 9. Immediately upon successful completion of the acceptance tests, the State will authorize appropriate payment. The State shall maintain adequate daily records to satisfy the requirements of acceptance testing.
- 1 0 . In no event will equipment be returned under this paragraph where the State has damaged the equipment, rendering the equipment unsuitable for resale.
- **B.** Acceptance Testing of Software (other than Operating Software)
 - Immediately upon delivery by the Contractor of a software product, the State shall test such software product, in accordance with the following:
 - 2. On the first State workday following the day of delivery, or installation, by Contractor, the State shall thoroughly test such software to be assured that the software performs in substantial accordance with the manufacturers published specifications and, if purchased as a result of a network design by the vendor, to ensure the software is adequate to accomplish the tasks identified in the Network Planning Guide or Questionnaire.
 - 3. If successful completion of the acceptance test is not attained within thrity (30) calendar days after the start of the acceptance testing, the State shall have the option to request substitute software, cancel that portion of the contract which relates to the unaccepted software, and receive a refund of any moneys paid to the vendor, or continue the acceptance tests. The State's option shall remain in effect until such time as the tests are successfully performed, 60 consecutive working days from date of delivery or installation, whichever occurs first.

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4. If the software does not meet the standards of performance within thirty (30) consecutive working days after the start of the acceptance testing, the State shall either, invoke the options as shown in paragraph 3. above, or terminate the order (or portions thereof) and seek relief as provided by Paragraph 26, of the Terms and Conditions "Rights and Remedies of State for Default".

- 5. Software shall not be accepted by the State and no charges associated with such software shall be paid by the State until the software has satisfactorily completed the acceptance tests.
- Immediately upon successful completion of the acceptance testing, the State will authorize appropriate payment. The State shall maintain adequate records to satisfy the requirements of acceptance testing.

U1. SOFTWARE LICENSE

- 1. For each software product to be carried in the Store, the Contractor will provide to the State, at the time of delivery of the software, the standard software license issued by the proprietary owner of the software.
- 2. In the event any of the licenses contain provisions unacceptable to the State, the Contractor agrees to give his best efforts to assist in obtaining acceptable alternative license provisions from the proprietary owner of such software product.
- '3. The Contractor shall, in the event of a software manufacturer's release of upgrades to software. products carried by the Store, provide such upgrades as part of the Store's available products. In those instances where the software manufacturer is normally the only source for the software upgrades available through the Store, the Contractor shall make every reasonable effort to make the software upgrades available through the store.
- 4. The Contractor agrees to add software site licensing programs with major software manufacturers 'if agreed upon by the State and the software manufacturers.

V1. TRANSITION

1. The supplier agrees that at the end of this contract, should the State conduct another procurement and award a new contract, the supplier will work with the State's Contract Administrator ensuring that an efficient and effective transition takes place.

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X1. SMALL BUSINESS

- Supplier(s) will provide the States Contract Administrator with State of California Small Business Certification for all subcontractors that claim to be a Small Business.
- 2. When requesting to add a Certified Small Business subcontractor to this agreement, the Small Business Certification letter must accompany the request.
- 3. All Certified Small Business subcontractors must be identified as such in the electronic, hardcopy *and CD ROM* catalog.
- 4. By the *fifteenth* (15th) workday of each month, or the next workday thereafter, supplier must provide the State a report showing, for each ordering agency, the dollar volume of sales by Certified Small Business.
- 5. The Supplier agrees to work with the State Contract's Administrator to establish procedures regarding the pass through credit of small business participation to customer agencies.

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PART TWO

A2. TECHNICAL REQUIREMENTS

- 1. Supplier must propose and maintain complete manufacturer product lines for the term of the contract. In proposing the product line for a manufacturer of system units or if offering UNIX workstations, the supplier must propose monitors, keyboards, printers, disk drives, laptops, network interface cards, network wiring equipment, tape backup units, and other available equipment within the product lines.
- 2. Upon request, the supplier agrees to submit manufacturer's technical literature for any or all systems and products proposed. Technical literature for any product or service must be supplied to State RFP evaluation team within five working days of request. If the manufacturer's literature does not verify all the technical specifications, the supplier must certify the product meets the RFP specification. These certifications that the proposed product meets the RFP requirement are binding on the supplier.
- 3. It is the supplier's responsibility to notify the State in writing of any situation where the suppliers response to this RFP does not or may not fully comply with any requirement of this RFP. Failure to do so may be treated as a material deviation and result in rejection of the supplier's proposal.

B2. SYSTEM UNITS

Supplier agrees to provide, at a minimum, the following four manufacturer brands of system units: Compaq, Hewlett Packard, IBM and Toshiba. These manufacturers are based on the current purchasing pattern of state agencies. Additionally, these product lines must encompass both single and network capable units.

c2. WINDOWS NT/2000 WORKSTATIONS

Supplier agrees to provide, at a minimum, the following two manufacturer brands of Windows NT/2000 Workstations: Hewlett Packard and IBM

D2. PERIPHERAL EQUIPMENT

- 1. The supplier agrees to provide at a minimum, product lines from Compaq, IBM, Sony and Hewlett Packard.
 - a line of internal and external hard disks in a range of sizes
 - a line of internal and external floppy disks in all sizes and formats

11 11

a line of CD ROM in all sizes and formats

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2. in addition to the product lines from the system unit manufacturers, the supplier agrees to provide a product line from at least two other monitor manufacturers whose product line includes at least two:

- Super VGA color monitors for DOS/Windows environment system unit
- Color monitors for Macintosh environment system unit
- Low emission monitors
- Low energy or recyclable (Federal EPA Standards)
- 3. Supplier agrees to provide at least two manufacturer brands of plotters.
- 4. Supplier agrees to provide at least three manufacturer brands of scanners.
- 5. Supplier agrees to provide product lines from at least two manufacturer brands of external modems.

E2. ADD-ON BOARDS, MEMORY AND MEMORY UPGRADES

- 1. In addition to the internal boards available from the system unit manufacturers, the supplier agrees to provide at a minimum product lines from Kingston and MPM Goldenram and *other manufacturers* whose combined product lines include, at a minimum:
 - internal modems and data/FAX modems
 - video/display boards
 - accelerator boards
 - printer controller boards
 - multifunction boards
- Supplier agrees to maintain for the term of the contract, memory and memory upgrades for all system units proposed. In addition, supplier agrees to provide two additional manufacturers of memory and memory upgrades.

F2. NETWORK EQUIPMENT

- In addition to the network equipment available from the system unit manufacturer, the supplier agrees to provide product lines from at least three manufacturers of network equipment capable of running with the network operating systems provided, whose combined product lines include at least the following items:
 - Network Bridges
 - Network Routers
 - Network Gateways

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- In addition to the network interface cards available from the system unit manufacturers, the supplier agrees to provide product lines from at least three additional manufacturers of add-on boards whose combined product lines contain Network Hubs, Network Concentrators and Network Interface Cards compatible with the system units provided and with software drivers for the network operating systems proposed.
- 3. In addition to the product lines provided for above, the supplier agrees to provide product lines from at least three manufacturers of network interface cards compatible with the hubs and concentrators from the manufacturers provided above, and compatible with the system units.
- 4. The network interface cards provided must support IEEE 802.5 Token Ring running on shielded and unshielded twisted pair wiring or IEEE 802.3 Ethernet running on thin coaxial and unshielded twisted pair wiring. Cards supporting unshielded twisted pair wiring shall be 10 Base T.
- 5. In addition to the network interface cards available from the system unit manufacturers, the supplier agrees to provide the product lines from at least three additional manufacturers of add-on boards whose product line of network hubs, network concentrators, and network interface cards support Local Talk running on unshielded twisted pair wiring and be compatible with all system units provided for the Macintosh environment.

G2. HOST COMMUNICATIONS

Supplier agrees to provide at least three manufacturers of host communication products whose product lines contain 3270 and VT emulation products and will work in the Macintosh and Windows environments.

H2.. PRINTERS

- In addition to the printers from the system unit manufacturers, the supplier agrees to provide product lines from at least two other printer manufacturers.
- 2. Within the product lines from all printer manufacturers, including the system unit manufacturers, the supplier agrees to provide at least two manufacturer brands of laser printers.
- 3. Within the product lines from all printer manufacturers, including the system unit manufacturers, the supplier agrees to provide at least one printer product line with two or more models supporting the HP PCL page description language.

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- 4. Within the product lines from all printer manufacturers, including the system unit manufacturers, the supplier agrees to provide at least one printer product line with two or more models supporting the Post Script page description language.
- 5. Product lines must include color printers using color ink jet and/or dye sublimation printing methods.
- 6. Supplier agrees to include levels of mid to high-end color laser printers.

12. ACCESSORIES

- Supplier agrees to provide at least two manufacturers of other accessory equipment whose combined product lines typically contain:
 - anti-theft locking devices for each model system unit
 - disk holders for all disk sizes
 - power devices
 - installation kits
 - special expansion devices
 - cables for connecting peripheral equipment to all system units proposed
 - sheet feeders and paper trays for printers proposed
 - monitor anti-glare devices with and without grounding protection from EM
 - printer font cartridges for each type of printer proposed
 - printer stands, covers, and enclosures
- 2. Supplier agrees to provide the product line from at least two manufacturer **brands** of external surge protectors whose combined product line contains at least one six socket surge protector.

J2. SOFTWARE

- 1. The supplier agrees to provide desktop software products for the Windows and Macintosh, both single user and network versions.
- 2. At a minimum, supplier agrees to maintain for the term of the contract, the following network operating system product lines: *Novell*, Windows 2000, Windows NT, and Macintosh.
- 3. During the term of the contract, supplier agrees to work with the State Contract Administrator to institute software site licensing programs.
- 4. No **groundup** software development is allowed in this contract.

K2. SUPPLIES

Supplier agrees to provide supplies either through the store or through a sub-contracting partnership. At a minimum, **the** supplier must propose:

a full line of printer supplies including ribbons, etc., for each printer proposed

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- diskettes in all sizes for proposed system units
- backup tape cassettes or cartridges
- paper including labels and transparency materials

L2. PRIME CONTRACTOR RESPONSIBILITY

The Prime Contractor accepts full responsibility for coordinating and controlling all aspects of the contract, including support to be provided by any sub and/or secondary contractors, and will be the sole point of contact with the State relative to contract performance. If this performance involves the use of one or more program products proprietary to another supplier, the Prime Contractor will be responsible for acquiring a license for the State's use of such program products. If any proposal includes equipment or services provided by other firms, it will be mandatory for the bidder to act as Prime Contractor for the delivery, and maintenance of the entire system.

In all contractual matters, the State considers the Prime Contractor to be the sole point of contact. There will be no assignment of financial documents to a third party without prior written DGS approval.

M2. **REQUIREMENT DELETED**

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A3. CUSTOMER SERVICE CENTER

CALIFORNIA'S STATE COMPUTER STORE CUSTOMER SERVICE CENTER

Imagine a California State Computer Store Customer Service Center (CSC) with the capacity to dramatically improve the **efficiency** of your IT procurement, deployment and management processes resulting in the ability to impact your overall end user productivity. Through the combination of CompuCom's proposed Customer Service Center, its Organizational Structure and Electronic Product and Pricing Catalog & Order Tracking and Status System, we are providing our customers of the California State Computer Store with more options and flexibility from a single, convenient access point.

The mission of the Customer Service Center is to provide people, process, and technology by offering our customers a fully integrated solution and a single point of contact for all their desktop needs. This facility is dedicated exclusively to the California State Computer Store contract.

CompuCom has designed the Customer Service Center with a high degree of flexibility to fit our customers' specific needs, rather than trying to fit our customers' into a specific program within the CSC. Since California is both large and diverse CompuCom's CSC will accommodate all of our customers regardless of their location.

The CSC will combine the efficiency of e-commerce and procurement professionals who specialize in government.

The CSC's team of professionals' sole purpose is to assist you in choosing the right IT solution. They will give you, our customers, the "gift of time" by sharing their knowledge and expertise, assisting you in your procurement decisions, and by providing pre and post sales support.

CompuCom's Customer Service Center will serve as your best source for one-stop shopping by building valuable business relationships, and ensuring competitive pricing and broad quality services offerings.

FEATURES AND BENEFITS OF THE CUSTOMER SERVICE CENTER

Some of the features and benefits of the Customer Service Center shall include;

- A single source for your acquisitions
- A dedicated technology resource center
- Customer assigned account management
- Pre and post sales support
- Long-term business relationships
- On-site logistics service center

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- Expertise in existing customer base
- Birth Certificate of complete configuration detail
- Proven framework for project management and technology deployment
- Comprehensive information management reporting
- Customized strategic planning services to manage your software license information

Your Customer Service Center will truly have it all. This will be your knowledge transfer center; the place where you can experience the following at no additional charge:

- Product comparisons
- Demonstration & side-by-side comparison of hardware and software
- Evaluation equipment and software
- Single user system configuration
- Workstation detailed design, configuration, & recommended product list
- Pre delivery testing of system configurations to ensure operational status
- Delivery of purchased items
- Honor all manufacturers' warranties and guarantees on products sold under the contract
- Installation of operating software on hardware
- Electronic access to product, pricing, and inventory information
- Order status information
- On-site customer account management visits
- Electronic, hard copy and CD ROM version catalogs
- Conferences, seminars, open houses and newsletters
- Customized live vendor demonstrations
- Attend or hold training sessions in our conference room
- Sit one-on-one with technical staff to explore IT solutions
- Access an array of product literature
- Drop off equipment for service
- Creating your agency's own customized State Computer Store Web site

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YOUR CUSTOMER SERVICE CENTER - REACHING OUT TO THE FAR CORNERS OF THE STATE

CompuCom recognizes just how important strong business relationships are, even in the information age. In order to offer you the personalized, efficient service we have come to be known for, we have structured the CSC organization to provide a physical presence that extends out from our headquarters in Sacramento to all four corners of the state. We have strategically placed, throughout the State of California, a team of Technical Consultants and Business Development Managers specializing in government activities to proactively service our CSC customers.

This team of professionals is ready and available to meet personally with our State Computer Store customers wherever they may reside. Customers throughout the State will experience the CSC as if it's in their own backyard. Services such as product demonstrations, side-by-side product comparisons, customer seminars, executive events and overall transfer of knowledge is a sampling of the many services CompuCom is proud to offer all our customers statewide through the CSC.

For consistency and quality control purposes, our team will report directly to CompuCom's State Computer Store Manger in Sacramento, where all State Computer Store management activities such as reporting, regulatory compliance, quality assurance and customer satisfaction program monitoring will take place.

CUSTOMER SERVICE CENTER FACILITY PLAN

One of the most important features of our proposed Customer Service Center is the Facility Plan. We intend to create a true learning environment that fosters interaction and transfer of knowledge. The following is a narrative and layout of how we will accommodate our California State Computer Store customers.

The Customer Service Center is located in Sacramento, at 10415 Old Placerville Road, Suite 235, Sacramento, CA 95827. In order to keep up with the migration of government entities such as the Teale Data Center, Franchise Tax Board and the Department of Corrections, and still remain within 15 minutes of downtown Sacramento, CompuCom has located the Customer Service Center on the Highway 50 corridor.

Housed on the ground floor, the Customer Service Center is conveniently situated near the building's main entrance. The complex features easy freeway access, ample parking with designated visitor spaces.

On the following page is the State Computer Store Customer Service Center floorplan and layout.

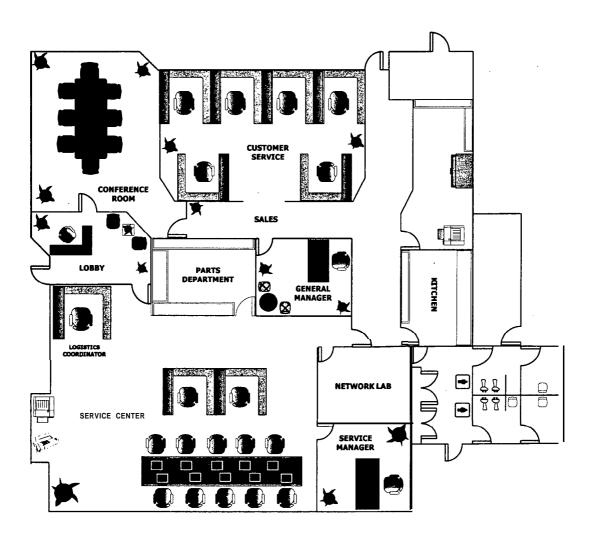
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The California State Computer Store CUSTOMER SERVICE CENTER 10415 Old Placerville Road, Suite 235 Sacramento, California



The area highlighted in **red** is dedicated exclusively to the California State Computer Store, Customer Service Center. The adjacent area is the CompuCom Service/Logistics Center.

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CompuCom..

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Entrance and Reception

As you enter the doorway of Suite 235, you have stepped into the facility CompuCom has dedicated to the California State Computer Store's Customer Service Center. Your first glimpse of the Customer Service Center will be the spacious reception area staffed with a receptionist who will serve as your facility concierge by welcoming you and efficiently triaging your needs. The area is comfortably appointed with ample seating and current technical publications.

Conference Room

The Customer Service Center's conference room is ideal for holding meetings, vendor demonstrations and solution presentations, side-by-side product comparisons, seminars, customer events and after-hour gatherings, this space is at your disposal for impromptu purposes or may be reserved in advance. This conference room is equipped with a large whiteboard, overhead projector, LCD panel, and easel, can accommodate teleconferencing and is network ready.

Customer Service Center Team Work Area

Spacious enough to offer comfortable workspace for our Technical Consultants and Customer Service Representatives, this area is furnished with private cubicles appointed with PC workstations, wide bandwidth Internet connections, and multi-line telephones.

Kitchen Facilities

Keeping the comfort and convenience of our associates as well as customers in mind, our kitchen easily accommodates daily coffee, tea and drink service, food and drinks for small meetings and seminars, and the capacity to stage catering for larger functions.

Library

Oui Library provides a wealth of industry information from a variety of sources. Detailed information on computer products, not just those offered through the Store, is available on CD-ROM, the Internet, Lotus Notes, and manufacturer technical manuals and literature.

Supply/Mail Room

This room is filled with the office tools necessary for the Customer Service Center staff to conduct business efficiently, but is also at your disposal should the need arise during your visit. This room is furnished with a state of the art copier with collating capability, postage meter, paper shredder, paper cutter and various supplies.

Service Logistics Center

Your Customer Service Center site is adjacent to CompuCom's Service Logistics Center. The Logistics Center functions as the hub of engineering and desktop support services, and being connected to the Customer Service Center, you will have the convenience of immediate access to the expertise of service technicians and engineers.

Restrooms

These facilities are conveniently located outside the main entrance. Both men's and women's facilities are non-smoking and provide for handicapped access.

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ACCOMMODATING THE CUSTOMER

Our customers of the State Computer Store will be welcomed to the Customer Service Centers by knowledgeable staff – knowledgeable not only to the world of computers, but also to the world of government through years of working with public entities.

The Customer Service Center is the one place your agency can turn to that is dedicated to the business of government. By placing Customer Service Center personnel throughout California, CompuCom will be able to build long-term strategic relationships with state, local government agencies, and educational institutes throughout the State, and will be better able to assist our customers in the overall efficiency of their procurement process. The expansion of this statewide team will parallel the growth of our State Computer Store customers and the growth of their service level requirements.

Customer Service

The staff at the Customer Service Center will have cutting edge knowledge of the latest products, technologies and industry trends and will educate our customers on how best to interpret these changes. From 8:00am to 5:00pm (PST), Monday through Friday, CompuCom representatives will be available to you and your customers, in person at the Customer Service Center and in nearly every other way possible; by telephone, e-mail, fax and through our Electronic Forum/chat room. If the staff doesn't have an immediate solution for you, we assure return contact in 24 hours or less.

Services Outside Normal Hours

As requested by the State in the event that CompuCom is performing work requested by a customer agency outside the normal hours of 8:00am to 5:00pm (PST), Monday through Friday, or official State holidays, CompuCom will notify, in writing, the State's Contract Administrator of the service being performed. CompuCom will notify the customer agency before the service is performed of any overtime fee that may be applied. The rate will be determined according to California Labor Law, at time and a half.

Customer Satisfaction

To ensure ongoing customer satisfaction agencies will receive detailed and focused attention through the Customer Service Center. Our Customer Service Center staff will act as the central conduit for servicing our customers of the State Computer Store. At the helm of the "dedicated" Customer Service Center, CompuCom's State Computer Store General Manager will ensure that responsive customer service will be the number one focus in building and maintaining our service level goals for the State of California.

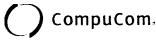
☑ Dedicated Toll-free Number

In order to accommodate our customers CompuCom has equipped the Customer Service Center with a "dedicated" toll-free number that will be supported through an advanced phone system.

These are promises you can measure. When our customers call the dedicated Customer Service Center toll-free telephone number, CompuCom's state-of-the-art automated call

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distribution management system tracks several metrics, including the number of calls, time on hold, duration of calls, average speed of answer, abandonment rate and calls by origin. CompuCom's system is used to log, track, assign, and manage each call to resolution. Telephone reports are available on a monthly basis.

CompuCom's General Manager and/or Contract & Marketing Manager will work the State's Contract Administrator to ensure that this tracking mechanism continually meets the requirements of this contract.

Live Representation

This toll-free number will be answered by live representative, 8:00am to 5:00pm (PST), Monday through Friday, and quickly routed to appropriate staff, without ever experiencing more than a 60 second hold time. Our system is equipped with an automatic notification feature that reminds CSC staff that someone has been placed on hold. The alarm activates at 30-second intervals.

The primary business relationships you will build, will be with the Customer Service team. Our Customer Service Representatives and Technical Consultants will work together in partnership to service your account in a prompt and courteous manner. Our team's approach is to ensure that our customers will always experience responsive and well informed answers to inquiries within two hours of their initial call.

Electronic Forum/Chat Room

One of the more exciting activities in the Customer Service Center will be the information exchange occurring in the California State Computer Store's Electronic Forum/chat room. The Electronic Forum/chat room, accessible within the Electronic Product and Pricing Catalog & Order Tracking and Status System, will be the medium for real time questions, concerns, testimonials and information; along with a forum for agencies in every corner of the state to share knowledge and ideas, and learn from the experiences of their colleagues. A Customer Service Center staff member will be available 8:00am to 5:00pm (PST), Monday through Friday, to monitor the dialog and join the conversation when appropriate.

Email Communications

The Customer Service Center staff will have access to an **email** communication system that allows them to converse with the customers of the California State Computer Store. Our staff will respond to all **email** communication within four (4) hours.

Through this system CompuCom's General Manager and Contract & Marketing Manager of the State Computer Store can interface directly with the State's Contract Administrator. In addition, the Customer Satisfaction Survey that resides on the State Computer Store Web site, when completed by a customer, will automatically be **emailed** to the State's Contract Administrator and CompuCom's management team.

∅ General Correspondence

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The Store's fax and mail correspondence for State Computer Store business will be rapidly processed here, and when necessary it will be loaded on our digital scanners and electronically sent in a PDF file to the appropriate parties.

CUSTOMER SERVICE CENTER STAFFING MODEL

The Customer Service Center Team

Our Customer Service Center staff has a broad knowledge base and deeply rooted experience in government. CompuCom's team consists of over 50 professionals servicing, the State of California, under the Customer Service Center umbrella. This team is consistent to the volume of business currently being done under the State Computer Store and shall fluctuate and grow with the ebb and flow of the needs of our customers. The initial team will include:

General Manager (1) -the single point of contact for the State Computer Store with the responsibility and authority for all aspects of the contract and its facilitation. Responsible for all contractual issues, quality management and account management.

Territory Sales Managers (2) – under the direction of the General Manager is specifically assigned to manage the business development efforts and Technical Consultants (sales force) assigned to the Northern and Southern regions of California. In addition, will be the point back up to the General Manager.

Contract & Marketing Manager (1) – under the direction of the General Manager is responsible for ensuring **CompuCom's** compliance to all the terms and conditions of the contract. Plans and directs all aspects of the marketing program for the State Computer Store. Handles the reporting, updates to product and pricing catalog, electronic and hardcopy/CD catalogs, and is the back-up to the General Manager.

Customer Service Representatives (3) – your first point of contact who will provide one-on-one product ordering and price quotations, product availability, performance and research information.

Customer Service Representatives, Dallas (9) – in addition to the CSR's located in California, CompuCom will have nine (9) additional Customer Services Representatives, supporting the Customer Service Center, located in Dallas, Texas. In order to support both the CSR's located in the Customer Service and the end users of the State Computer Store, the Dallas team will stagger their hours of operation to accommodate the PST time zone. This team is familiar with the terms and conditions of the State Computer Store contract and will provide relevant product data to our State Computer Store customers including price quotation, product availability, performance and research information.

Technical Consultants (13) – will provide technical consultation services for determining proper configuration in context of the customer's environment, for standalone hardware and software to meet customer's needs, understanding the customer's computing and networking needs, and be able to specify the best solutions to meet the customer's needs. Will also be able to provide ordering information, part numbers, descriptions and pricing. In addition, our Technical Consultants will have an

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unprecedented depth of knowledge regarding all product lines sold through the State Computer Store; and will have at a minimum eighteen (18) months of network and system configuration experience.

Network Systems Engineers (8) – provides sales and technical support for LAN/WAN, host connectivity issues, and other network related activities such as network upgrades; and will have at a minimum eighteen (18) months designing networks.

Systems Engineers (3) – responsible for the design theory, installation, configuration, testing, training and support of hardware and communications.

Sr. System Engineers (2) – responsible for all functions of a Systems Engineer, and in addition responsible for leadership in the areas of team production, problem solving, vendor relations and technical expertise for complex multi site projects.

Consulting Engineers (2) – responsible for all functions of a Sr. Systems Engineer, and in addition responsible for scopes of work, white papers and in depth sales and technical proposals for all specialties within the high level IT environment.

Project Managers (2) – responsible for managing projects for state of the art technology solutions. Supervises the deployment, implementation and documentation on a wide range of systems and ensuring that project deadlines and milestones are met.

Service Technician (10) – provides on-site and dispatched multi-vendor certified field and engineering sales and support services at agency locations.

Business Development Managers (3) – develops partnerships and alliances with new and existing agencies.

Telemarketers (3) -will proactively create customer awareness of the State Computer Store and any new products and services being offered.

Software Specialist (2) – provides license program and pricing support to the field sales force regarding the State of California's licensing programs. In addition, these specialists assist with issues such as asset management and licensing compliance as well as coordinating technical resources from the software publishers.

Receptionist/Admin (1) - will serve as your State Computer Store concierge and refer you the proper parties.

OUR SOLID FRONT LINE

CompuCom realizes the value and importance of a solid front line. Therefore, we would like to further explain the roles of the following positions:

Technical Consultants

The value of a sale professional that can offer the expertise of a Network Systems Engineer defines the importance of our Technical Consultants. Our Technical Consultants will have the ability to determine proper network configuration in context

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with the customer's environment and standalone hardware and software products in order to meet the customers needs, therefore, ultimately offering a better and more effective solution. CompuCom will continue to train our Technical Consultant's in order to keep them on the cutting edge of modern technology. However, it will be their level of customer service that ultimately separates them from our competition. Our Technical Consultants will be primarily relationship builders.

Customer Service Representatives

The CSR's will be your first point of contact and will furnish complete, accurate, timely information and the resolution of issues or problems by telephone or e-mail. The CSR's are responsible for customer satisfaction. There is a team of CSR's and each team member is a backup to the other. This ensures that the customer will always reach someone on the first try. The CSR will provide the highest level of services and organizational support available with the dedication to serve our customers with the utmost professional conduct. Our CSR's are empowered with robust information systems that allow them to answer almost any customer inquiry immediately. The goal of the CSR is to make the relationship pleasant, informative and beneficial.

If a customer is unable to access or chooses not to use the State Computer Store Electronic Catalog Web site, they will be able to work directly with the Customer Service Representative to obtain information regarding:

- Product quotes
- Order tracking information
- Pre-sale audits of purchase orders for order placement accuracy and order entry
- Order management to proactively ensure requested time frames are met
- Forecasting development with clients and communicating with vendors to prioritize orders
- Product research including product compatibility and technical information
- Sourcing and drop-ship requests
- New credit applications and review/update of credit limits
- Verification of configuration accuracy prior to processing an order
- Credit and re-bill requests
- Report request for clients
- Return material authorizations

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QUALITY ASSURANCE AND FOLLOW THROUGH

Quality is CompuCom's calling card. The California State Computer Store will be no exception. A myriad of quality assurance tools is currently in place and tapped daily throughout the organization. From the boardroom to the managers and staff dealing directly with our customers, the company's benchmarks for performance are the foundation from which all employees make decisions, plan their course and follow through with results. CompuCom will work with the State's Contract Administrator resolving any issues resulting from measurement of State Computer Store customer satisfaction. CompuCom welcomes the opportunity to work together with the State's Contract Administrator to continually monitor the success levels of the State Computer Store.

A corporate culture that elicits the very best from employees is just the beginning. Because standards of excellence are only as good as the mechanisms- by which they are measured, for more than a decade CompuCom has annually commissioned an independent research firm to conduct customer satisfaction surveys. Few if any of CompuCom's competitors go the expense of an annual customer satisfaction survey. We know its value. The survey gives us one more tool to measure performance and to help us stay focused on the needs of our customers.

For the State Computer Store, consistent and thorough measurement of customer satisfaction will be accomplished three additional ways: through regular telephone interviews, a survey posted on the Web site and a survey inserted in the hard copy catalog. Areas surveyed include:

- **Responsiveness**
- **EXE** Knowledge and expertise
- zz Order processing
- Product and service quality
- **EXE** Payment and billing
- **Overall State Computer Store satisfaction**

Results of customer surveys from all sources will be shared not only CompuCom's management but also with the State's Contract Administrator. The following is a copy of the Customer Survey designed by the State of California and CompuCom that is currently available in the electronic and hard copy product and pricing catalog.

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CUSTOMER SURVEY

The State of California and CompuCom strive to serve its customers better. Please take a few minutes to respond to our Customer Satisfaction Survey.

Rate Scale

- 1-Falls far below my expectations
- 2-Falls below my expectations
- 3-Meets my expectations
- 4-Exceeds my expectations
- 5-Greatly exceeds my expectations

Using the rating scale above, how well has CompuCom metur expectations in each Of the following areas?

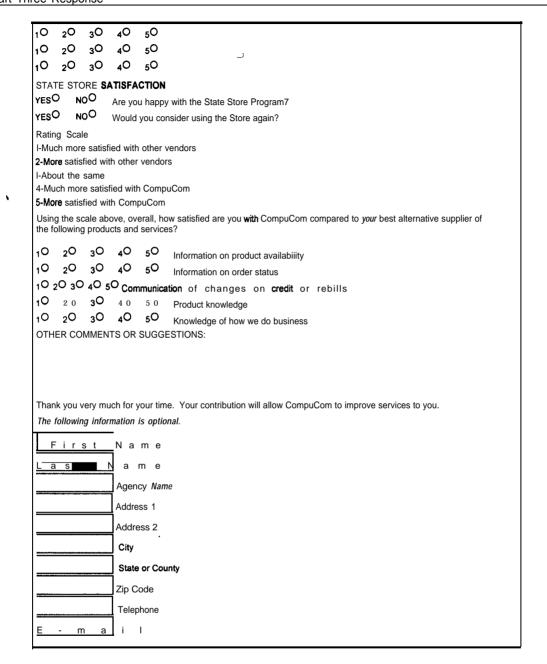
RESPONSIVENESS

RESPONSIVENESS					
10	20	30	40	50	Responsiveness to team or customer center
10	20	30	40	5O	Responsiveness of sales reps
10	20	зΟ	40	5O	Friendliness and professionalism
10	20	30	40	50	courteous follow-up on billing issues
10	20	30	40	50	Goingbove and beyond /nandliffigult situations
KNOWLEDGE & EXPERTISE					
10	20	30	40	5O	Information on product availability
10	20	30	40	50	Information on order status
10	20	30	40	50	Communication of changes on credit or rebills
10	20	30	40	50	Product knowledge
10	20	30	40	50	Knowledgeof howedobusiness
ORDER PROCESSING					
10	20	3О	40	5O	Handling of expedited or rush orders
10	20	30	40	50	Accuracyofdelivery
10	20	30	40	5O	Timely price quotes
10 20 3O 4O 5O Accuracy of orders					
10	20	30	40	5O	Ability to handle special configurations
10	20	30	40	50	Timely resolution of order problems
10	20	зО	4O 5C		ow up to verify order
10	20	30	40	5O	Accuracy of invoices
1PR	IPRODUCT/SERVICE QUALITY				
10	20	30	40	5O	Accuracyoconfiguration
10	20	30	40	5O	Timelycorrection configuíratior problems
IPAYMENT/BILLING					
10	20	30	40	50	Pricequotesistent with invoice price
10	20	30	40	5O	Clearspecifications invoices
10	20	30	40	5O	Timelyresolutbittimg/ problems
L-					

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Ultimately, CompuCom's General Manager will have the overall responsibility for the Quality Assurance program for the California State Computer Store. The quality assurance buck will stop on his desk each and every day. With several avenues to measuring customer satisfaction and the quality of products and services delivered, their effectiveness in assuring top team performance, adherence to developed standards of excellence and ethical business conduct is guaranteed. Whether the need to make changes or improvements is identified by our customers, or if it is marked internally, this is where the responsibility for service level improvements will rest. Consistent monitoring of customer satisfaction and organizational follow through will be the absolute first priority for the General Manager.

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On one last note, an additional mechanism of CompuCom's overall quality assurance lies in the hands of the Internal Audit Committee. Chartered in 1996, the committee and supporting internal audit department is given authority by CompuCom's Board of Directors to appraise adequacy and effectiveness of operational systems and administrative controls. Full and independent access to all levels of the company gives this group the authority to completely access not only end results, but the means to those ends that sometimes can only be seen from the "inside looking in" vantage point.

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B3. ORGANIZATIONAL STRUCTURE AND STAFFING

Through CompuCom's Organizational Structure and Staffing plan, we will demonstrate our long term commitment to the State of California and the State Computer Store as well as our capabilities to continue our success in meeting all of the requirements associated with the operation and management of DGS-9014.

Since first opening the doors of the State Computer Store in 1996, CompuCom's mission and priority has been to service the needs of our State Computer Store customers and provide excellent and expeditious customer service. We believe that this opportunity to partner in the renewal of this contract is a natural extension of the current partnership with the State of California that we have held in managing the current State Computer Store contract over the last five years.

We believe that several factors combine to make us uniquely qualified and positioned to be a premier provider in meeting the mission-critical needs associated with the State Computer Store and its customers. These factors include:

COMPUCOM'S EXPERIENCE WITH THE STATE OF CALIFORNIA

The knowledge gained by CompuCom through managing the State Computer Store contract and successfully servicing the needs of the Store customers over the last five years, coupled with the infinite experience of our statewide government focused team, allows for CompuCom to identify and mitigate any risks associated with the implementation and migration of the new State Computer Store contract, DGS-9014.

COMPUCOM HISTORY

CompuCom Systems, Inc. was formed in the fall of 1987 when Machine Vision International acquired Tri-Star Data Systems and Office Automation. CompuCom was created with the financial and managerial assistance of Safeguard Scientifics, Inc. (Safeguard), a technology management firm and major shareholder.

Acquisitions from 1987 to 1991 moved CompuCom from a multi-regional dealer to a national provider. Since its inception, growth through acquisitions has been an integral part of CompuCom's strategy. It is even more important today, as the industry has become more competitive, and size and strength have become increasingly related. As a key resource for CompuCom's successful acquisition strategy, Safeguard brings a wealth of experience in creating successful businesses, a keen understanding of markets, and strong financial backing.

Over the years, CompuCom has evolved into a leading IT infrastructure solutions company that provides people, process, and technology to optimize e-business and enterprise applications. Throughout CompuCom's history, we have consistently remained focused on the customer. CompuCom's solutions enable your technology

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infrastructure to be as efficient as possible, allowing you to focus on core strategic issues. With technologies and techniques that are unique in the industry, CompuCom successfully provides outsourcing services - business process outsourcing, IT outsourcing, and IT consulting and systems integration to many premier corporations and government customers in the United States.

CORE VALUES

CompuCom's Core Values enable CompuCom's associates to provide meaningful support to our State Store Customers. The following are CompuCom's Core Values:

- WIN/WIN- A successful business partnership happens when each party wins our customers, associates, suppliers, shareholders, and CompuCom.
- Integrity WE DO WHAT IS RIGHT, JUST, AND HONEST. WE BELIEVE IN OUR VALUES, AND **OUR ACTIONS REFLECT THEM.**
- Excellence Excellence is a habit. We are committed to superior results and continuous improvement.
- RESPECT FOR THE INDIVIDUAL We do business with people. We respect the rights and dignity of each individual.

TECHNOLOGY MANAGEMENT - DISCOVER THE COMPUCOM DIFFERENCE!

CompuCom's service offerings have evolved from, and are driven by, the technology management needs of our customers. They are designed to support the total life cycle management of organizations we serve. These offerings will provide our California State Computer Store customers with more options and flexibility from a single industryleading source. CompuCom's service offerings fill the technology gap left by traditional integrators who offer highly specialized services without acquisition support, and traditional resellers who provide procurement solutions, but little or no systems support.

Technology management is a continuous process, encompassing the acquisition, deployment, management, refresh, and disposal of assets. Regardless of what phase our customers are facing within the process, CompuCom can successfully manage IT resources throughout the life cycle. CompuCom's California State Computer Store features traditional network integration services plus innovative, value-added services. The traditional services -CompuCom Core Services -will provide agencies with the essential functions required in maintaining an information system. The second set -Signature Services -seamlessly links the traditional services together, providing agencies with a fully integrated solution with a single point of contact for all their distributed desktop needs.

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CORE SERVICES

- Procurement providing a single source for our customers' hardware and software products
- Configuration delivering products economically, on time, and fully configured
- Software Management helping customers chose the best software licensing program
- Field and Systems Engineering maintaining customers' desktop equipment and supplying leading network technologies
- Network Management ensuring that customers' networks operate efficiently and reliably

SIGNATURE SERVICES

- CompuCom Consulting leveraging the power of customers' technology and investments
- CompuCom Help Desk supplying a single source for all support needs
- Asset Tracking-PC Birth Certificate making asset management easier than ever
- Service and Sales Account History improving CompuCom's understanding of its customers' needs
- Web Services-Data Warehouse providing more convenient ways to do business

CompuCom has designed all of these programs with a very high degree of flexibility to fit customers' specific needs rather than trying to fit the customer to specific programs. To ensure a comprehensive service support strategy for our customers, CompuCom utilizes a best-of-class approach when developing alliance relationships with leading service and support organizations, each organization contributing according to its core competency and service strength.

■ "BEST OF CLASS" PRODUCTS FROM A SINGLE SOURCE

As a leading network integrator, CompuCom has close relationships with all major hardware manufacturers and software publishers. By virtue of the volume of business conducted with OEM's, CompuCom secures special pricing, training, and participation in support programs that are not often available to our customers otherwise. It is very important to CompuCom to sell what we support, and support what we sell.

CompuCom maintains rigorous standards for the selection of the broad range of products that it sells. Each product line goes through a series of "filters" to become a